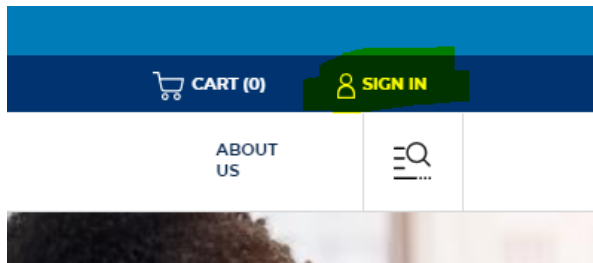


## How to reset your password

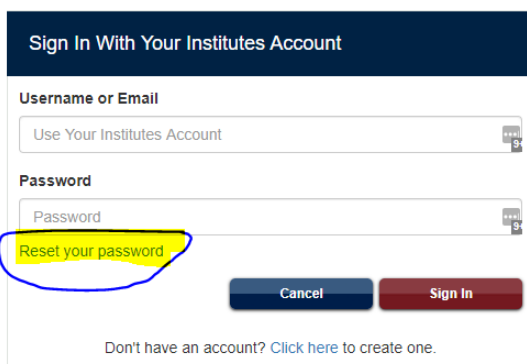
**Step 1:** Go to The Institutes website <https://web.theinstitutes.org/>

**Step 2:** In the upper right-hand corner of the website, click “Sign In”

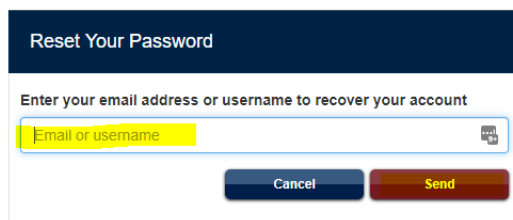


**Step 3:** Click on “Reset your password”

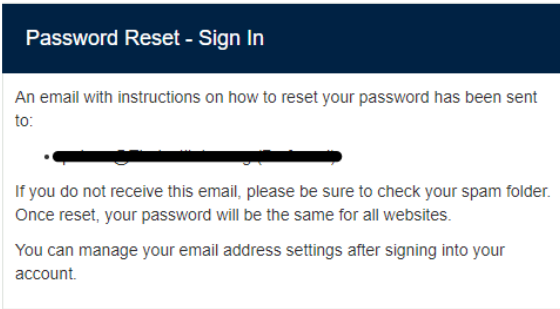
One Institutes Account. One Sign In.

A screenshot of the 'Sign In With Your Institutes Account' form. The form has a dark blue header with the title 'Sign In With Your Institutes Account'. Below the header, there are two input fields: 'Username or Email' and 'Password'. The 'Password' field has a yellow highlight over the text 'Reset your password' and a blue circle around it. Below the input fields are two buttons: 'Cancel' and 'Sign In'. At the bottom of the form, there is a link: 'Don't have an account? [Click here](#) to create one.'

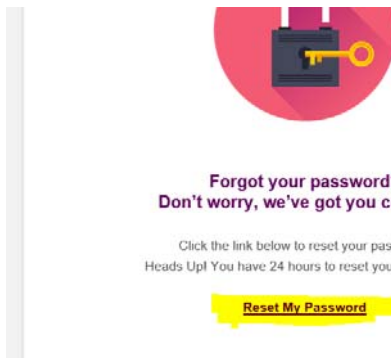
**Step 4:** Enter the email address you provided with your exam registration

A screenshot of the 'Reset Your Password' form. The form has a dark blue header with the title 'Reset Your Password'. Below the header, there is a text prompt: 'Enter your email address or username to recover your account'. Below the prompt is an input field labeled 'Email or username', which is highlighted in yellow. Below the input field are two buttons: 'Cancel' and 'Send'.

**Step 5:** Go to your inbox of the email address that you entered in the reset password screen



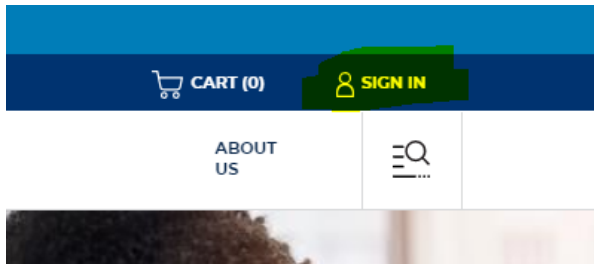
**Step 6:** Click on the reset password link in the email



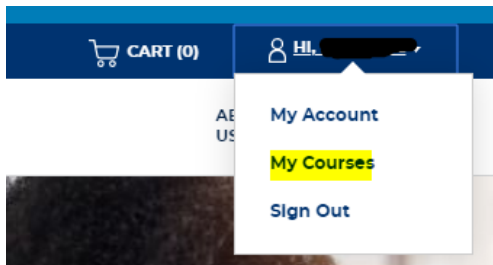
**Step 7:** Your email, and username will be pre-populated, please choose your password, and provide your security answer below. Save & Continue

The screenshot shows a "Set Password" form with a yellow warning banner at the top: "The account information below will now be your sign-in for all Institutes websites." The form fields are: "Preferred Email:" (pre-filled with a redacted email), "Username" (pre-filled with a redacted name), "New password" (with a yellow highlight and a note "Passwords must be at least 8 characters in length"), "Confirm password" (with a yellow highlight and the text "Please confirm password"), and "What is your mother's maiden name?" (with a yellow highlight and the text "Security question for password recovery"). At the bottom, there are "Cancel" and "Save & Continue" buttons.

**Step 8:** Log in to the website using your email, and your new password



**Step 9:** Access your exam by clicking on the drop down in the upper right-hand corner and selecting “My Courses”



**Step 10:** Click the Link to the exam that you are enrolled in. This will launch your exam.